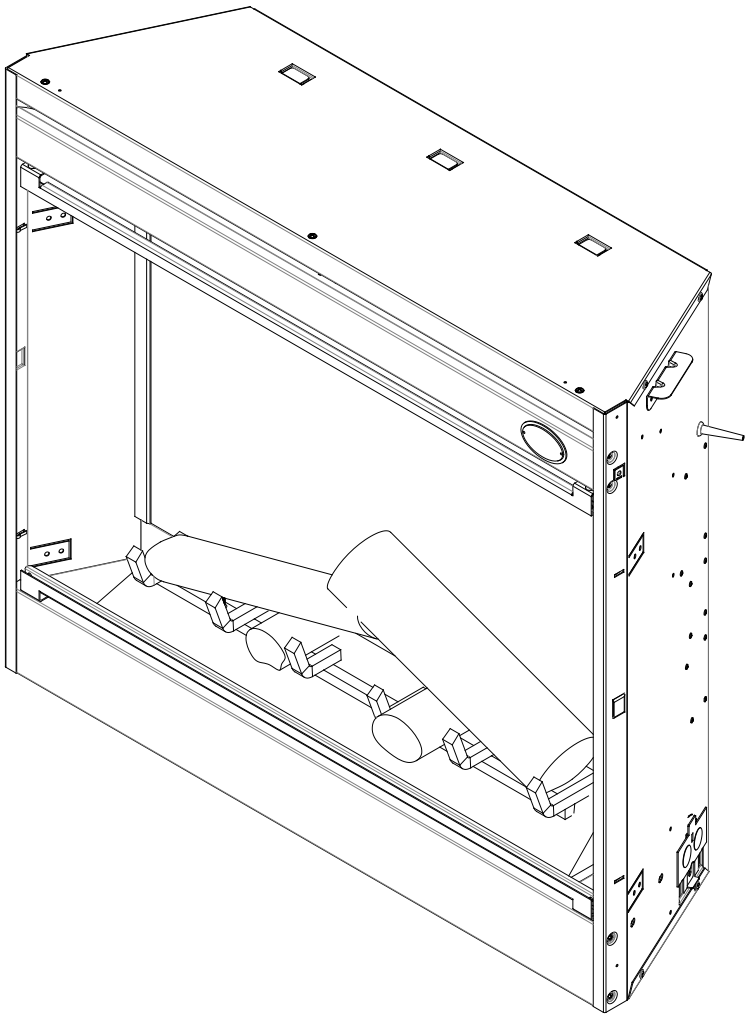
Dimplex®

Better solutions through innovation



Service Manual

Model
BFSL33

UL Part Number
6905280100

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited
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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
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Always use a qualified technician or service agency to repair this fireplace.

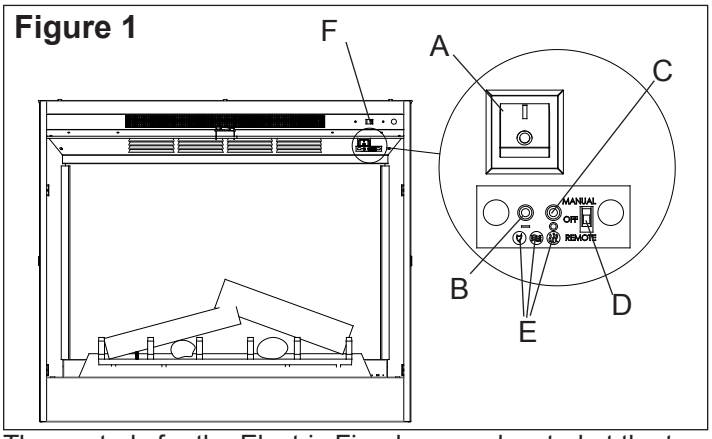
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The controls for the Electric Fireplace are located at the top right hand corner of the unit.

Manual Controls

! **NOTE:** Ensure that the Voltage Selector switch is set to the appropriate voltage (115V or 230V) (Figure 1F)

A. On/Off Switch
On/Off Switch, energizes firebox.

B. "-- " Button
Pressing this button toggles sequentially through the three levels of the fireplace: flame only; to flame and low heat; to flame and high heat.

! **NOTE:** In some units after the unit is switched from flame and high heat to another function there is a 30 second fan delay, where the fan will continue running before turning off.

C. "O" Button
Pressing this button at any time will shut the unit off.

D. 3-Position Switch
Switches the operation of the fireplace between the different modes of the fireplace:

- OFF (center): Makes the unit inoperable.
- MANUAL (top): All functions of the fireplace are controlled by the On and Off buttons as described above (A, B).
- REMOTE (bottom): All functions of the fireplace are controlled by the Remote Control.

E. LED Indicators
Depicts which of the three (3) levels the fireplace is currently operating at: Level 1, Level 2 or Level 3.

F. Voltage Selector Switch
Needs to be set to reflect the incoming voltage to the unit - 115V or 230V.

Resetting the Temperature Cutoff Switch
Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/Reprogramming

If the remote control or receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Ensure that power is supplied through main service panel.
2. Access the manual controls, (remove the glass doors if applicable) pull the right hand steel curtain to the outside of the unit.
3. Locate manual controls. (Figure 1)
4. Set the 3-Position switch to "Remote" (Figure 1D)
5. Activate the On/Off Switch, the red Level 1 Indicator Light will flash. (Figure 1A)
6. Press and hold the On button on the manual controls (Figure 1B) for five (5) seconds. The Level 1 Indicator Light (Figure 1E) will then flash for 10 seconds.
7. **Within** the 10 seconds press the ON button located on the remote control. (Figure 2) This will synchronize the remote control and receiver.

! **NOTE:** In case initialization fails, repeat step 4 to 6 but stand a few feet away while pressing the ON button on the remote control.

Remote Control Usage

The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the ON button is pressed on the remote control and the fireplace can be turned off at any point by pressing the OFF button.

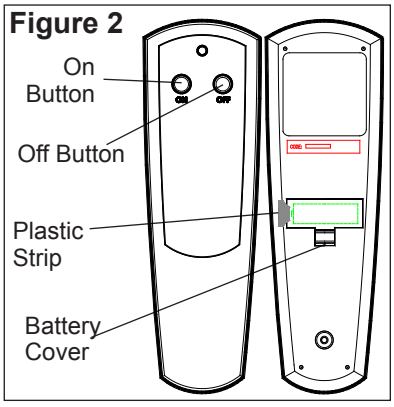
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



Voltage Selector Switch

The BFSL33 has 2 voltage options at the time of installation, 110/120v and 220/240v. The voltage selector switch is to be set at the time of installation according to the voltage coming from the power supply.

The switch is located on the top right hand side of the fireplace next to the overheat indicator light (Figure 1F). The number 115 (for 110/120v) or 230 (for 220/240v) will be visible on the switch. The voltage should be verified and noted by the installer and homeowner for possible troubleshooting purposes in the future.

⚠ **WARNING:** Do not change the setting on the voltage selector switch without verifying:

1. The incoming voltage from your power supply
2. The hardwire connections match your incoming voltage according to the Dimplex BFSL33 Installation Instructions.

If they do not match it could lead to internal damage or non-functioning components within the electric fireplace.

! **NOTE:** If there is a need to change the voltage selector switch position, ensure that the power to the unit has been turned off and carefully insert a flat head screwdriver through the right side of the exhaust panel into the notch on the switch. (Figure 1F) Then move the switch either left or right to change it to the correct position.

⚠ **CAUTION:** When changing the voltage selector switch, ensure that the power supply is turned off.

Wall Mounted Controls

The fireplace can be installed with wall mounted controls. These controls include wall switches, thermostats or wall mounted remote controls. (See installation guide for detailed installation instructions.)

1. Wall Mounted Switches

This model may be installed so that a wall mounted switch energizes the firebox and dependent on the wiring can control the operation/function of the flame and heat (On/Off Switch must be in the ON position). For all wiring and control options see the Installation Guide.

2. Wall Mounted Thermostat

This unit may be installed so that a wall mounted thermostat can adjust the heat temperature to your individual requirements. Please refer to thermostat manufacturers operation Instructions.

3. Wall Mounted Remote Controls (WRCPF-KIT)

Dimplex manufactures a optional wall mounted remote control which allows the user to fully control the fireplace from a central location with the added functionality of a built in thermostat.

MAINTENANCE

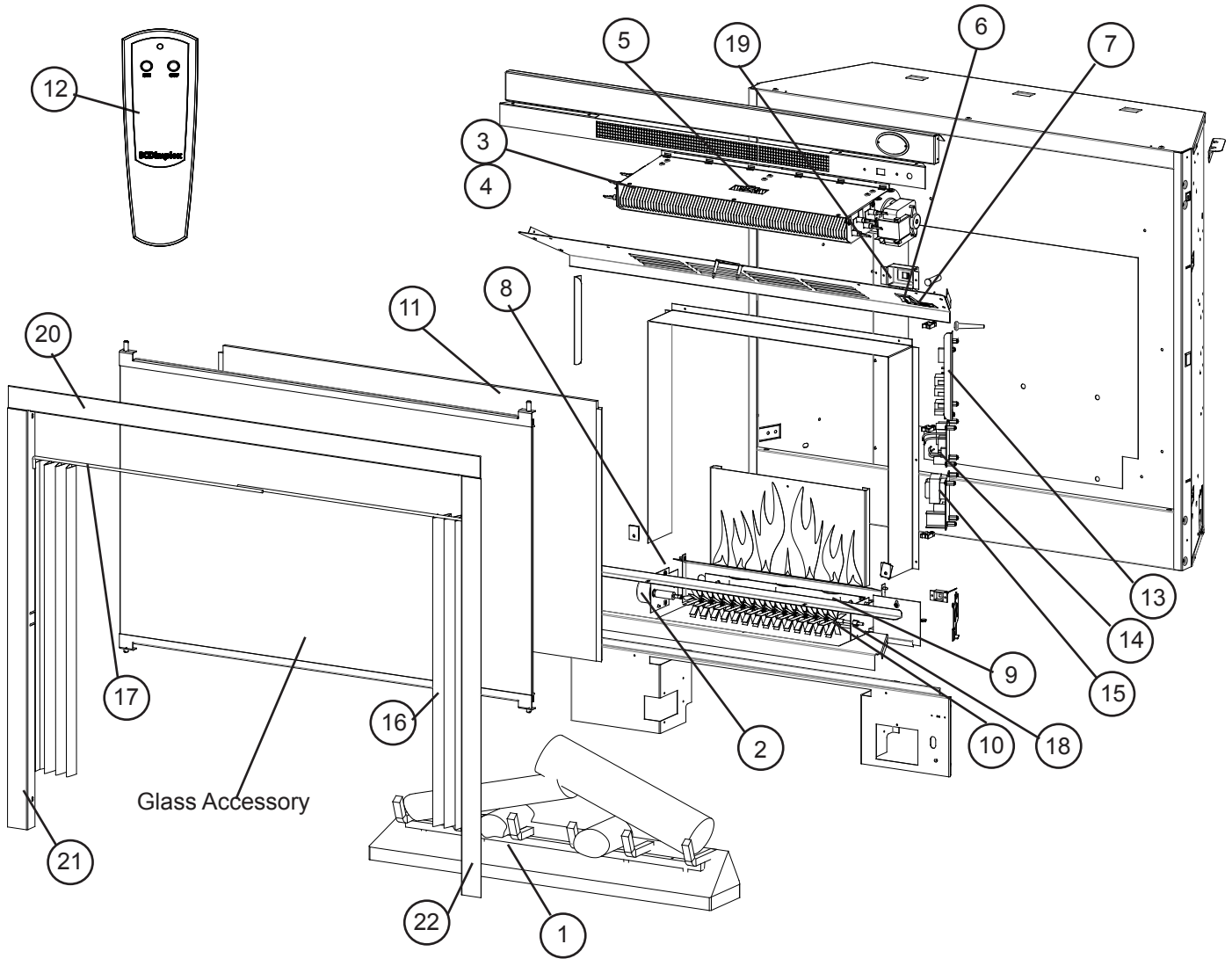
⚠ **WARNING:** Disconnect all power coming to fireplace at main service panel before attempting maintenance or cleaning to reduce risk of fire, shock or damage to persons.

Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth using high quality household glass cleaner. The partially reflective glass should be completely dried with a lint free cloth. To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

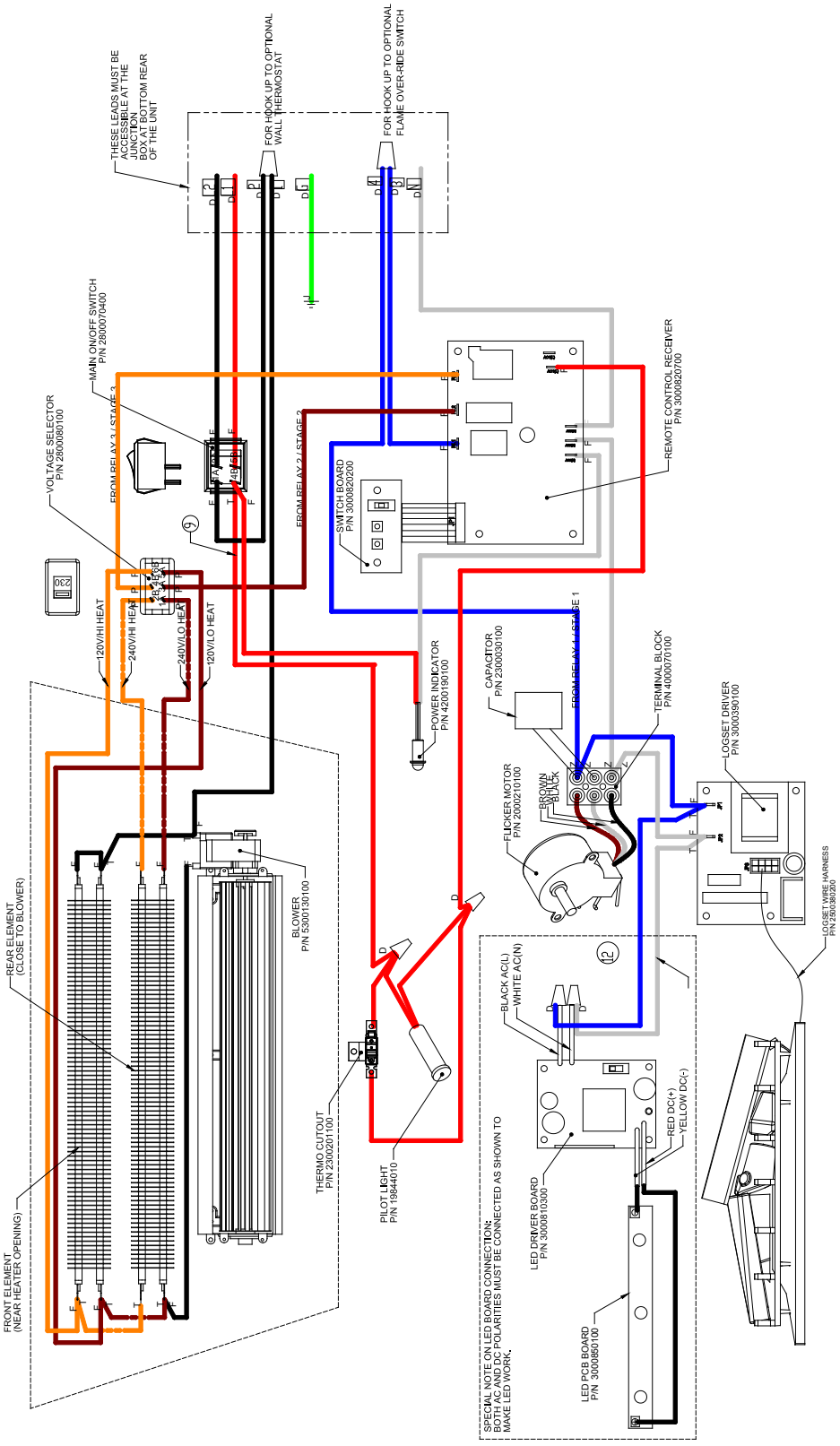
EXPLODED PARTS DIAGRAM



Replacement Parts:

1. Log Set Assembly 0439560100RP
2. Flicker Motor 2000210100RP
3. Blower Assembly 5300110300RP
4. Heater Elements 2203460100RP
5. Cutout 2300201100RP
6. On/Off Switch 2800070400RP
7. Remote Switchboard 3000820800RP
8. Capacitor 2300030100RP
9. 3 LED Strip 3000850100RP
10. Flicker Rod 5902070100RP
11. Partially Reflective Glass 5900161600RP
12. Remote Control 3000370600RP
13. Remote Control Receiver 3000820700RP
14. LED Driver Board 3000810300RP
15. Log Driver Board 3000390100RP
16. Steel Curtain 8800240703RP
17. Steel Curtain Rod 8800250300RP
18. Bushing (Snap-in) for Flicker Rod 8500000400RP
19. Voltage Selector Switch 2800080100RP
20. Top Trim Flange 1020660159RP
21. Left Side Trim Flange 1020650159RP
22. Right Side Trim Flange 1020650259RP
23. Nylon Pin Kit for Glass Accessory 9600470100RP

WIRING DIAGRAM


THESE LEADS MUST BE ACCESSIBLE AT THE JUNCTION BOX AT BOTTOM REAR OF THE UNIT
FOR HOOK UP TO OPTIONAL WALL THERMOSTAT
FOR HOOK UP TO OPTIONAL FLAME OVER-RIDE SWITCH
MAIN ON/OFF SWITCH P/N 2800070400
VOLTAGE SELECTOR P/N 2800080100
FROM RELAY 3 / STAGE 3
FROM RELAY 2 / STAGE 2
SWITCH BOARD P/N 3000820200
REMOTE CONTROL RECEIVER P/N 3000820700
120V/HI HEAT
240V/HI HEAT
240V/LO HEAT
120V/LO HEAT
POWER INDICATOR P/N 4260190100
CAPACITOR P/N 2300030100
FROM RELAY 1 / STAGE 1
TERMINAL BLOCK P/N 4000070100
LOGSET DRIVER P/N 3000390100
FLICKER MOTOR P/N 2000210100
BROWN
BLACK
REAR ELEMENT (CLOSE TO BLOWER)
BLOWER P/N 5300130100
FRONT ELEMENT (NEAR HEATER OPENING)
THERMO CUTOUT P/N 2300201100
PILOT LIGHT P/N 19844010
BLACK AC(L)
WHITE AC(N)
RED DC(+)
YELLOW DC(-)
LED DRIVER BOARD P/N 3000810300
LED PCB BOARD P/N 3000850100
SPECIAL NOTE ON LED BOARD CONNECTION:
NOTE AC/DC POLARITIES MUST BE CONNECTED AS SHOWN TO MAKE LED WORK.
LOGSET WIRE HARNESS P/N 3000850200

REMOTE RECEIVER BOARD AND LOGSET DRIVER BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

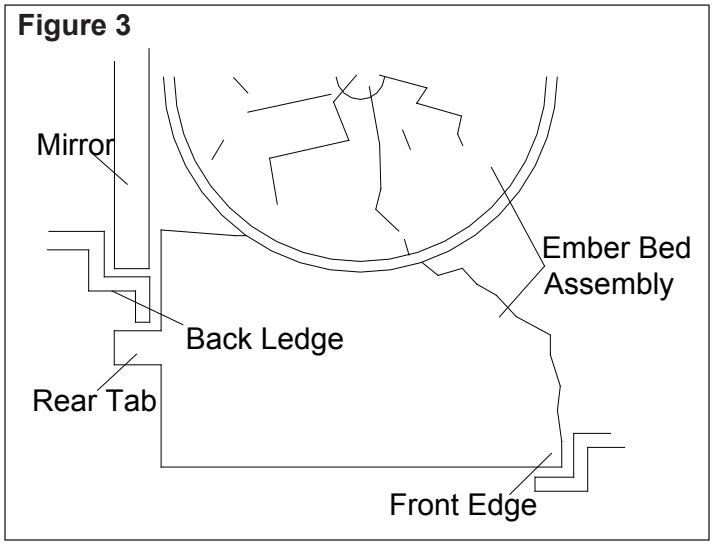
1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.

Figure 3



9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the defective board by removing the 4 mounting screws on each corner of the board.
11. Remove the wires attached to the original board and install them on the new board.

NOTE: Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

12. Properly orient the new board, mount and secure.
13. Reassemble in the reverse order as above.

NOTE: See Helpful Hints Section for reassembly.

LED DRIVER BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Disconnect the 2 wire connectors that connect the wires from the 3-light LED driver board to the wires from the LED light panel from below. These wire

connectors will be found just in front of the board secured to other wires within the fireplace with plastic zip-ties.

11. Remove the original driver board by removing the 4 mounting screws on each corner of the board.
12. Properly orient the new board, remount and reconnect the wiring connections.
13. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

FLICKER MOTOR REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Locate the flicker motor and flicker rod inside the fireplace in the bottom left, below the partially reflective glass and log set.
9. Pull and twist the rubber connector, which connects the flicker motor shaft to the Flicker Rod until the flicker rod detaches from the motor.
10. Remove the 2 screws on the mounting bracket, which secure the bracket inside the unit.
11. Remove the 2 screws, which mount the flicker motor to the bracket.
12. Disconnect the 3 flicker motor wires, which are connected in the terminal block (mounted on the bracket), together with a capacitor, and remove the motor.

! **NOTE:** Be sure to note the original location and orientation of the wires.

13. Properly orient the new motor and reconnect all of the wiring connections.
14. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

3-LIGHT LED STRIP WITH HARNESS REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 2 screws located on the left and right of the 3-light LED strip/panel below the rear partially reflective glass.
11. Remove the wire nut connections at the end of the light harness wires, just in front of the LED Driver Board.
12. Snip the plastic wire ties which secure the internal wires together to free up the light harness wires.

13. Remove the light strip and harness.
14. Properly orient the new LED strip and reconnect all of the wiring connections.
15. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

REPLACEMENT INSTRUCTIONS: UNITS SECURED IN WALL

ON/OFF SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! **NOTE:** Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. Depress the retainer clips on 2 sides of the switch and push the switch out through the front face of the upper air-intake panel.
14. Remove the wires attached to the switch noting the original location and orientation.

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

15. Properly orient the new switch and reconnect all of the wiring connections.
16. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

SWITCHBOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.

10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! NOTE: Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. Slightly depress the tips of the Switchboard mounting tabs with needle nose pliers, just enough to allow you to pull the old board off.
14. Remove the plug attached to the switchboard noting the original orientation.
15. Properly orient the new board and reconnect the wiring connections.
16. Reassemble in the reverse order as above.

! NOTE: See Helpful Hints Section for reassembly.

VOLTAGE SELECTOR SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

! NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! NOTE: Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. Release the voltage selector switch, mounting bracket by removing the 2 screws on the upper right hand side, from the front of the exhaust panel. (The switch is recessed and the numbers 115 or 230 will be visible from the front).
14. Bring the mounting bracket down out of the firebox. Depress the retainer clips on both sides of the switch and push the switch out through the front face of the bracket.
15. Remove the wires attached to the switch noting the original location and orientation.

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

16. Properly orient the new switch and reconnect all of the wiring connections.
17. Reassemble in the reverse order as above.

! NOTE: See Helpful Hints Section for reassembly.

HEATER ELEMENT REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out.

Repeat on other side.

5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

! NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! NOTE: Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. Accessing from underneath; remove the 3 screws in front of the elements, on the top panel of the interior heater assembly housing.
14. Grasp this heater assembly housing and pull it down, guiding the 3 housing mounting tabs above the fan to release from the top panel.
15. Remove the wire connections from the heater elements noting their original locations

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the element to release the wires.

16. Remove the 2 element cover hex head screws on the left using a ⅜" hex head socket.
17. Remove the 2 remaining element cover, mounting screws on the right and remove element by guiding it through the slot on the left and right of the rest of the housing.
18. Properly orient the replacement element and secure the element cover back together.
19. Reassemble in the reverse order as above.

! NOTE: See Helpful Hints Section for reassembly.

HIGH TEMPERATURE CUT-OUT RE-PLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

! NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! NOTE: Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. From underneath; remove the 3 screws in the front of the elements, on the top panel of the interior heater assembly housing.
14. Grasp this heater assembly housing, guiding the 3

housing mounting tabs above the fan to drop and release from the top panel.

15. Locate the high-limit temperature cutout on the top panel of the heater assembly housing. Disconnect the 2 wire connections from the high-limit cut out wire ends, noting their original locations.
16. With a small Philips head screw driver, remove screw, which secures the high-limit cut out to the top panel of the heater assembly housing.
17. Properly orient the new cutout and reconnect all of the wiring connections.
18. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

BLOWER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 8 screws from the upper air in-take panel inside the firebox above the partially reflective glass: 4 on the left and 4 on the right.
11. Once screws are removed lift the panel up from the back, bowing it slightly in the center and pulling out by one end.

! **NOTE:** Wires from the switches are attached to this panel, so use care when lowering the panel.

12. Carefully rest the panel inside the lower cavity of the fireplace on its end with the switches near the top. Be careful not to scratch the partially reflective glass.
13. From under the elements, remove the 3 screws found on the inside top of the heater assembly housing. These screws secure the heater assembly housing to the top panel of the firebox.
14. Grasp the heater assembly housing and pull it down, guiding the 3 housing mounting tabs above the fan to release from the top panel.
15. Remove the wire connections from the heater/blower assembly, noting their original locations

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

16. Properly orient the new blower assembly and reconnect all of the wiring connections.
17. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

LED STRIP REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove glass doors. (If applicable)
2. Open the steel curtains.
3. Release the steel curtains from the side panels by opening the retainers on the sides of the fireplace using needle nose pliers.
4. Remove the steel curtains by lifting up on the curtain rod releasing it from the center bracket, then sliding the rod out from the side mounting tab, and pulling out. Repeat on other side.
5. Remove the 2 screws from the log set retaining plate along the front of the log set and remove the retaining plate.
6. Pull the rear edge of the log set forward by grasping the ember bed by the sides, pull firmly until the rear tab pops out from under the back ledge, then lift the logs out. (Figure 3)

! **IMPORTANT:** Only handle the log-set by the plastic ember-bed, not the logs themselves.

! **NOTE:** Log-set fits tightly into firebox. Some force may be necessary to remove.

7. Unplug the log set LED wire harness from unit.
8. Loosen the screws on the 2 partially reflective glass retaining clips: bottom left side and bottom right side of the rear partially reflective glass panel and turn the clips downward.
9. Carefully lift the partially reflective glass out of the fireplace and set aside in a safe location.
10. Remove the 2 screws located on the left and right of the 3-light LED strip/panel below the rear partially reflective glass.
11. Remove the wire nut connections at the end of the light harness wires, just in front of the LED Driver Board.
12. Snip the plastic wire ties which secure the internal wires together to free up the light harness wires.
13. Remove the light strip and harness.
14. Mount the new replacement component in the original location,
15. Properly orient the new LED strip and reconnect all of the wiring connections.
16. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

REPLACEMENT INSTRUCTIONS: REMOVABLE UNITS

ON/OFF SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the unit from the wall.
2. Remove the 9 screws along the left, right and back edge of the top panel
3. Carefully lift and reposition the top panel inside the upper cavity to access the upper components. Use care to not damage the wires attached to the upper panel when repositioning.
4. Depress the retainer clips on 2 sides of the switch and push the switch out through the front face of the upper air-intake panel.
5. Remove the wires attached to the switch noting the original location and orientation.

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

6. Properly orient the new switch and reconnect all of the wiring connections.
7. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

SWITCHBOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the unit from the wall.
2. Remove the 9 screws along the left, right and back edge of the top panel
3. Carefully lift and reposition the top panel inside the upper cavity to access the upper components. Use care to not damage the wires attached to the upper panel when repositioning.
4. Slightly depress the tips of the Switchboard mounting tabs with needle nose pliers, just enough to allow you to pull the old board off.
5. Remove the plug attached to the switchboard noting the original orientation.
6. Properly orient the new board and reconnect the wiring connections.
7. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

VOLTAGE SELECTOR SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the unit from the wall.
2. Remove the 9 screws along the left, right and back edge of the top panel
3. Carefully lift and reposition the top panel inside the upper cavity to access the upper components. Use care to not damage the wires attached to the upper panel when repositioning.
4. Release the voltage selector switch, mounting bracket by removing the 2 screws on the upper right hand side, from the front of the exhaust panel. (The switch is recessed and the numbers 115 or 230 will be visible

from the front).

5. Bring the mounting bracket down out of the firebox. Depress the retainer clips on both sides of the switch and push the switch out through the front face of the bracket.
6. Remove the wires attached to the switch noting the original location and orientation.

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

7. Properly orient the new switch and reconnect all of the wiring connections.
8. Reassemble in the reverse order as above.

! NOTE: See Helpful Hints Section for reassembly.

HEATER ELEMENT REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Accessing from underneath; remove the 3 screws in front of the elements, on the top panel of the interior heater assembly housing.
2. Grasp this heater assembly housing and pull it down, guiding the 3 housing mounting tabs above the fan to release from the top panel.
3. Remove the wire connections from the heater elements noting their original locations

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the element to release the wires.

4. Remove the 2 element cover hex head screws on the left using a ⅜" hex head socket.
5. Remove the 2 remaining element cover, mounting screws on the right and remove element by guiding it through the slot on the left and right of the rest of the housing.
6. Properly orient the replacement element and secure the element cover back together.
7. Reassemble in the reverse order as above.

HIGH TEMPERATURE CUT-OUT REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the unit from the wall.
2. Remove the 9 screws along the left, right and back edge of the top panel
3. Carefully lift and reposition the top panel inside the upper cavity to access the upper components. Use care to not damage the wires attached to the upper panel when repositioning.
4. From underneath; remove the 3 screws in the front of the elements, on the top panel of the interior heater assembly housing.
5. Grasp this heater assembly housing, guiding the 3 housing mounting tabs above the fan to drop and release from the top panel.
6. Locate the high-limit temperature cutout on the top panel of the heater assembly housing. Disconnect the 2 wire connections from the high-limit cut out wire ends, noting their original locations.
7. With a small Philips head screw driver, remove screw, which secures the high-limit cut out to the top panel of the heater assembly housing.
8. Properly orient the new cutout and reconnect all of the wiring connections.
9. Reassemble in the reverse order as above.

! NOTE: See Helpful Hints Section for reassembly.

BLOWER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

WARNING: If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

1. Remove the unit from the wall.
2. Remove the 9 screws along the left, right and back edge of the top panel
3. Carefully lift and reposition the top panel inside the upper cavity to access the upper components. Use care to not damage the wires attached to the upper panel when repositioning.
4. From under the elements, remove the 3 screws found on the inside top of the heater assembly housing. These screws secure the heater assembly housing to the top panel of the firebox.
5. Grasp the heater assembly housing and pull it down, guiding the 3 housing mounting tabs above the fan to release from the top panel.
6. Remove the wire connections from the heater/blower

assembly, noting their original locations

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

7. Properly orient the new blower assembly and reconnect all of the wiring connections.
8. Reassemble in the reverse order as above.

! **NOTE:** See Helpful Hints Section for reassembly.

HELPFUL HINTS FOR REASSEMBLY

Upper Vent Panel: When replacing the upper vent panel, only partially tighten the first 2 screws, (one on the left and one on the right) to allow for easier alignment of the panel. This allows a small amount of room for adjustment when aligning the panel. Once the screw holes are completely aligned, proceed to tighten those 2 screws and the replace the remaining screws from the upper panel.

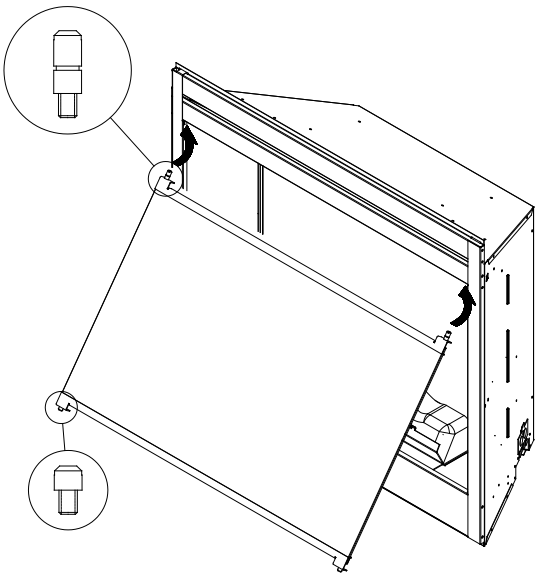
Partially reflective glass: When replacing the partially reflective glass, insert the top end first behind the upper vent panel and then rest the bottom on the lower ledge. Carefully hold the partially reflective glass in place and re-secure it with the (2) mounting tabs with screws along the lower ledge.

Log-Set: When re-installing the log set, connect the Logset LED wire harness to the LED driver/wire harness plug inside the fireplace. Reinsert logset along the opening on the front inside edge of the fireplace, ensuring the wire harness is underneath the log- set. Push the backside of the log-set down until the rear tab snaps under the back partially reflective glass ledge and the logs are resting against the partially reflective glass.

! **NOTE:** Occasionally, if the log-set seems to be a very tight fit, you can put the back side of the log-set in first, then carefully guide the front of the log-set down into the opening using a flat head screw driver for leverage.

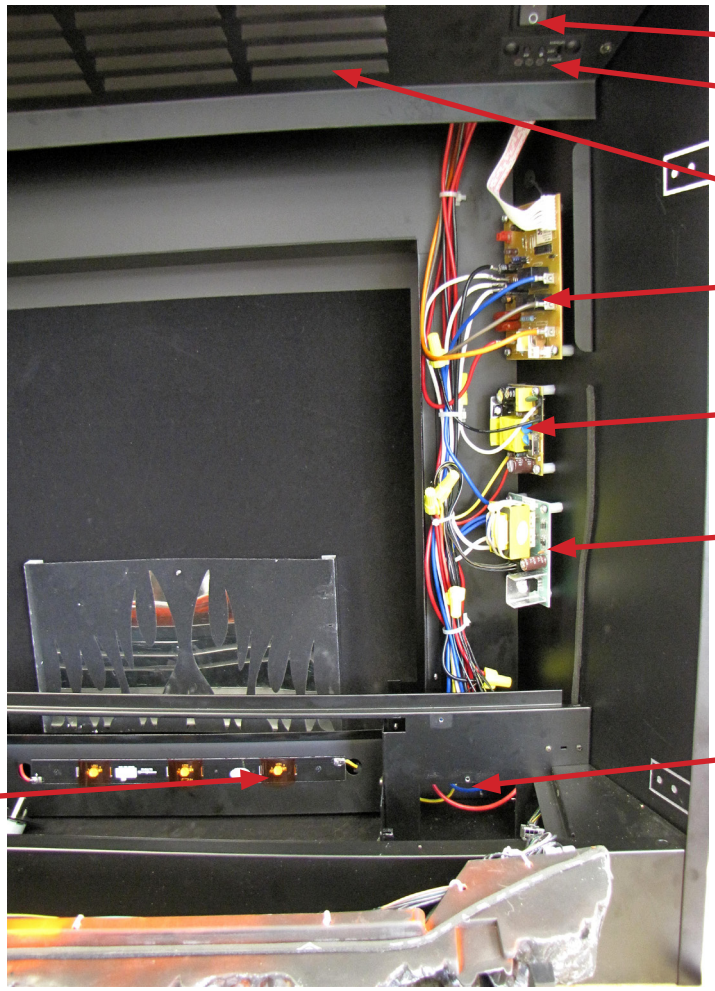
BFSL33DOOR (optional front glass accessory): When re-inserting the BFSL33DOOR, the pins and bolts should be tight enough to secure the door, but loose enough to allow some room for adjustment. In order to align the pins and the receiver openings, in the front frame of the firebox, the longer door pins should go into the top receiver openings first, then lift the door from the bottom and guide it into the bottom receiver openings. (Figure 4)

Figure 4



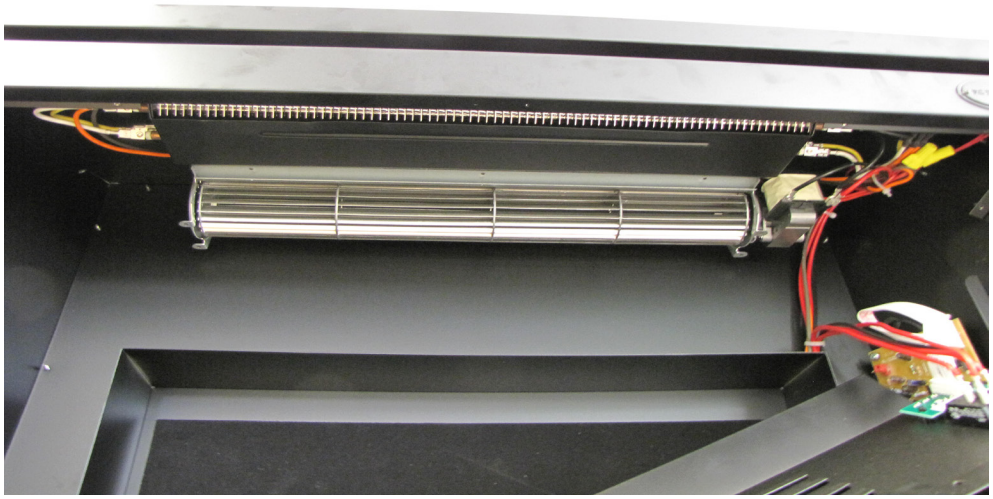
ASSEMBLY COMPONENT PICTURES

REAR AND RIGHT SIDE INTERIOR PANEL


On/Off Switch
Remote Switchboard
Upper Vent Panel
Remote Receiver Board
LED Light Driver Board
Log Set Driver Board
Internal Access to Hardwired power connections (panel removed)
3-Light LED Strip and Wire harness

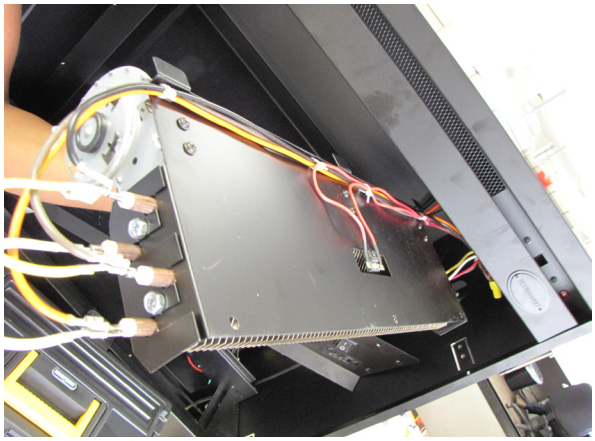
LOWER COMPONENT AREA
(Logset and Partially Reflective Glass Removed)

UPPER COMPONENT AREA
Heater Assembly with Upper Vent Panel and Partially Reflective Glass Removed

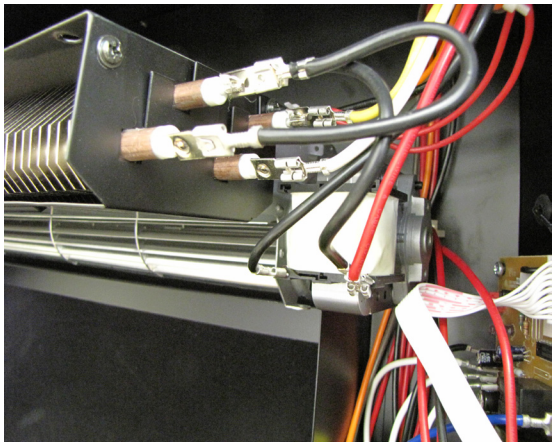


UPPER HOUSING COMPONENTS

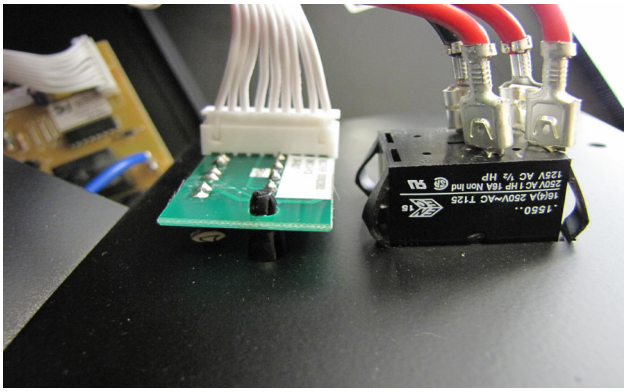
Heater Assembly Housing with High Limit Cut Out on the top of the Housing Panel and Left Side Element Connections



Blower Motor and Element Connections from the Right Hand Side



Remote Switchboard and ON/OFF Switch (Interior View)



Voltage Selector Switch and Over Temperature Light (Interior View)

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, and initialize.
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with Remote Control
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective On/Off Switch	Replace On/Off Switch
	Defective 3-Position Switch	Replace 3-Position Switch
Fireplace does not turn on with Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the Remote Control to the Remote Control receiver
	Defective Remote Control	Install new battery into the Remote Control. Initialize remote where necessary
		Replace Remote Control Receiver and initialize to Remote Control
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize to Remote Control
Flame Frozen	Defective flicker motor	Replace flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Malfunctioning LED strip	Replace LED Strip
	Defective LED Driver Board	Replace LED Driver Board
Log set dim, not glowing	Malfunctioning LED's in Logset	Replace Logset or Driver Board
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Malfunctioning Wall Controls	Refer to Individual Wall Control operating instructions
	Defective Remote Control Receiver	Replace Remote Control Receiver, initialize with Remote Control
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heating element	Replace heating element
	Defective Remote Switchboard	Replace Remote Switchboard
	Malfunctioning Wall Controls	Refer to individual wall control operating instructions
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Clean out heater assembly
	Defective Motor	Replace Motor
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective thermostat	Replace thermostat
	Loose wiring	Trace wiring in unit
	Defective heating element	Replace heating element
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heating element	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heating elements
Noise		
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly
	Defective blower assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor